Assessment Requirements for ICTPRO501 Develop training, marketing and sales resources for telecommunications products

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- interpret and use equipment and system manuals, specifications, relevant enterprise policy and documentation
- develop product training, marketing and sales resources for different knowledge and skill levels and applications
- evaluate web based training, marketing and sales resources
- implement improvements based on feedback
- provide a range of resource types, including print based and web based.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- evaluate common client telecommunications applications and related equipment
- investigate work health and safety (WHS) and regulatory requirements relevant to training and marketing
- investigate and compare specific product knowledge and reference documents relevant to products for inclusion in appropriate resources
- define relevant technical terminology
- outline the steps in the process of developing product resources.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the telecommunications – product skills and advice field of work and include access to:

PwC's Skills for Australia

- a workplace where technical information may be developed and distributed to technical, sales and training staff
- relevant product technical information, databases, legislative requirements and other site and project related documentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2